

FIG. 1 is a block diagram of a system architecture. The system includes a server (102) connected to a database (104). The server (102) is also connected to a network (110). The network (110) is connected to two client computers (108 and 106).

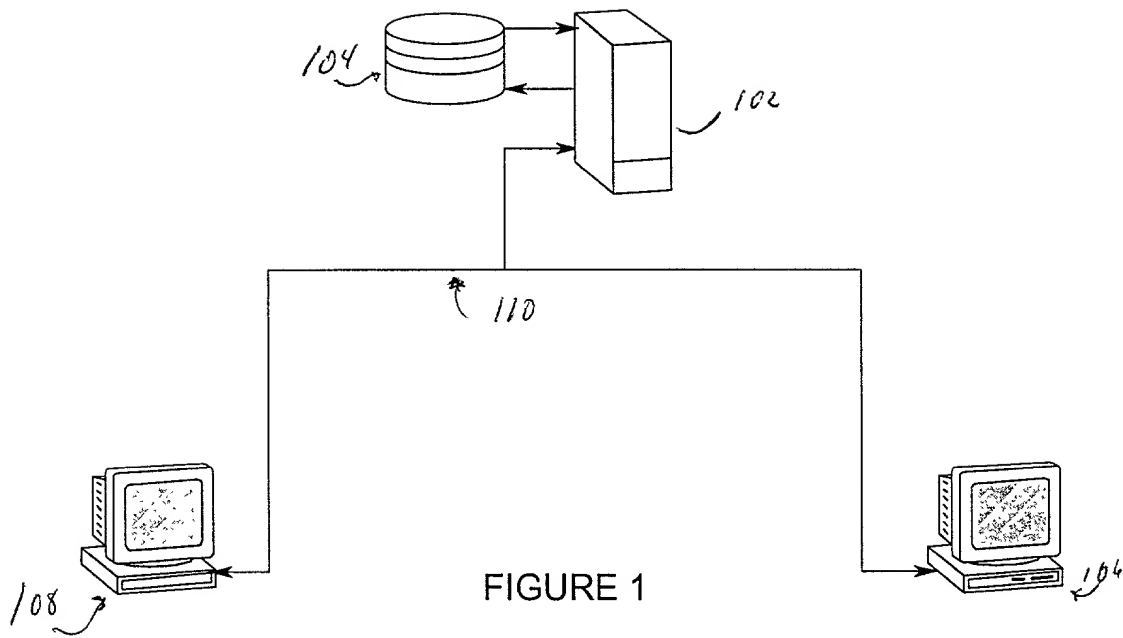


FIGURE 1

eTrak Towing Management System - Call Worksheet

File Edit

Call#: ALGT Date: 05-26-1999 Tow Date: 05-26-1999 Tick#: 3456 Ref#: 9901010006 PON#: 56784 Inv#: 456789

Motor Club

Account: BOBS CHEVROLET
 Caller Name: BERRY
 Call Back: (000)-000-0000 Ext: 0000
 Reason: IMPOUND FLATBED

Vehicle

Year: 1989 Color: BLACK
 Make: ACURA
 Model: INTEGRA Body: 2DR
 Licence: 2MLK629 State: CA
 Vin: 2867362782
 Odometer: 50987

Owner/Interested Parties

Bill To: BOB BOBSON
 Address: 567 LUPITA
 City: LAGUNA HILLS
 State: CA Zip: 92922
 Phone: (000)-000-0000 Ext: 0000

Location

Address: 5678 ASH
 Cross Street: 5TH AND ASH
 Landmark: LIBRARY
 City: LAGUNA HILLS
 State: CA Zip: 92922
☒ Driver w/car

Destination

Name: BOBS CHEVY LOT
 Address: 465 THORN ST
 City: LAGUNA HILLS
 State: CA Zip: 92922

Notes

DRIVER WAS DELAYED 5 MINUTES DUE TO TRAFFIC

OFFICER ANDERSON COMPLAINED ABOUT LATE TRUCK ARRIVAL

Status: CALL TAKEN

Times/Mileage

Date	Time	Date	Odometer
Call Taken			
Dispatched	17:54	05-26-1999	25400
Accepted	17:55	05-26-1999	25401
En Route	17:56	05-26-1999	25404
On Scene	18:09	05-26-1999	25404
Loaded	18:10	05-26-1999	25404
In Tow	18:20	05-26-1999	25405
At Destination	18:30	05-26-1999	25405
Complete	18:35	05-26-1999	25405

Driver/Truck

Driver: BRUCE Truck: FBI Add Driver Delete

Est. Cost: 65.00

Priority: 10/15 MINUTES

Min.: Time: Date: ETA 15 18:09:00 05-26-1999

Log Storage Lien Sale Invoice Search Save

Fig. 2

200

214

216

218

220

222

224

226

228

230

232

234

236

238

240

242

244

General

Account:	BOBS CHEVROLET	302
Caller Name:	BERRY	304
Call Back:	(000)-000-0000	308
Reason:	IMPOUND	310
	Ext: 0000	306
	FLATBED	312

Fig. 3

Vehicle

Year:	1989	402
Make:	ACURA	404
Model:	INTEGRA	406
Licence:	2MLK629	410
Vin:	2867362782	414
Odometer	50987	416
		418

Fig. 4

Location

Address:	5678 ASH	516
Cross Street:	5TH AND ASH	504
Landmark:	LIBRARY	506
City:	LAGUNA HILLS	508
State:	CA	512
Zip:	92922	
<input checked="" type="checkbox"/> Driver w/car		514

Fig. 5

Destination

Name:	BOBS CHEVY LOT	602
Address:	465 THORN ST	612
City:	LAGUNA HILLS	606
State:	CA	610
Zip:	92922	

Fig. 6

Owner/Interested Parties

Bill To:	802	
Name:	BOB BOBSON	804
Address:	567 LUPITA	806
City:	LAGUNA HILLS	808
State:	CA	812
Phone:	(000)-000-0000	816
Zip:	92922	
Ext:	0000	

Notes

DRIVER WAS DELAYED 5 MINUTES DUE TO TRAFFIC

OFFICER ANDERSON COMPLAINED ABOUT LATE TRUCK ARRIVAL

Status: CALL TAKEN

Motor Club

Name:	AAA	702
Mem#:	34895763	704
Exp. Date:	01-01-2002	706
Prog/Lev:		708
Cost Limit:	225	710
Mlg Limit:	175	712
Mlg Rate:	1.25	714
Auth.#:	A2938	716

Fig. 7

Fig. 8

900

906

902

Lien Type: 30 day

Value: 3000

Sent Notice To:

☒ Primary Owner

☐ Lienholder

☐ Interested Party 1

☐ Interested Party 2

Generate Lien Notice

Lien Dates

Lien Sale Start: 05-26-1999

DMV Requested: 05-26-1999

DMV Received: 05-26-1999

Lien Notice Sent: 05-26-1999

Clear Date: 05-26-1999

Sale Date: 05-26-1999

Sold To: BT

Sale Price: 2500

Comments:

EXCESS DUE GOES TO PD

CAR IN GOOD CONDITION

SMALL DENT IN LEFT REAR BUMPER

Lien Sale

220

Fig. 9

1002

1004

1006

1008

1010

Service Desc	Driver	Qty	Price	Amount
CAR STORAGE	Bruce	1	660	660

1012

New Service

1014

Delete Service

Bill To: BOB BOBSON

Amount Total: 660.00

Tax: 0

Discount: 0.00

Grand Total: 660

Credit Card Details:

Type: MASTERCARD

Card#: 000-0000-0000

ExpDate: 01-31-2001

Name OC: BOB BOBSON

Auth#: 3948776

Appr.Amt: 160

Check Details:

Check#: 3457657

Auth#: 3457657

Appr.Amt: 500

Cash: 500

Credit Card: 1500

Check: 500

Payment Total: 2500

Balance: -1840

Unpost Invoice

Post Invoice

Split Billing

Invoice

222

Fig. 10

1200

Police Information

Officer Name: PEPPER ANDERSON

Badge #: 456

Case ID: 3987F

Beat: B12

☒ Stolen Vehicle

Citations:

☒ Citation Limit Exceeded

Cit. Amount: 500

Release Doc: 940396

Officer Remark:

VEHICLE OWNER WAS RUDE

Close Police Information

Police Information ☒ Private Property Impound

Police Hold ☐ Notify Police of P.P.I.

Storage

Fig. 12

1100

Time In: 04-28-1999 08:54

Lot Name: LOT 1

Lot Section: SECTION 1

Key Tag#: 8955

Time Out: 05-31-1999 11:00

Total: 33 days and 3.0 hours

Amount Due: 660.00

Vehicle Contents:

TRASH, CONTRABAND & PIPE

Vehicle Condition:

GOOD, BUT SMELLED LIKE MARIJUANA

Police Information ☒ Private Property Impound

Police Hold ☐ Notify Police of P.P.I.

Storage

Fig. 11

1300

Police Hold

Hold Until: 05-31-1999 18:08

Hold Agency: INVESTIGATIVE

☒ Agency Pays ☒ Investigative Hold

Hold Information

INVESTIGATING FOR NARCOTICS

Hold Removed: 05-31-1999 10:45

Removed By: OFFICER ANDERSON

Remove Hold Information

ARRESTING OFFICER SGT PEPPER ANDERSON

Close Police Information

Police Information

Police Hold

Storage

☒ Private Property Impound

Notify Police of P.P.I.

Fig. 13

1400

Times/Mileage

Date:	Time:	Date:	Odometer:
Call Taken			
Dispatched	17:54	05-26-1999	25400
Accepted	17:55	05-26-1999	25401
En Route	17:56	05-26-1999	25404
On Scene	18:09	05-26-1999	25404
Loaded	18:10	05-26-1999	25404
In Tow	18:20	05-26-1999	25405
At Destination	18:30	05-26-1999	25405
Complete	18:35	05-26-1999	25405

Driver/Truck

Driver: BRUCE

Truck: FBI

Add Driver

Delete

Est. Cost: 65.00

Priority: 10/15 MINUTES

Min.: 15

Time: 18:09:00

Date: 05-26-1999

Log

Fig. 14

1500



1502 →

1506
1508
1510
1512
1514
1516

Vehicle		Call	
License:	2MLK629	Ref#:	9901010006
Vin:	2867362782	Account:	BOBS CHEVROLE
Year:	1989	StartDate:	05-28-1999
Make:	CHEVROLET	EndDate:	05-28-1999
Model:	CITATION	P.O.#	56784
Color:	BLACK	Search	

1518
1520
1522
1524
1526
1528

1504 →

Call#	Color	Make	Inc. Location	Status
04140011	BLU	DODG	3737 BIRCH STREET	COMP
04140003		DODG	3839 LOGAN ST.EET	COMP
04140008	BLA	FORD	3876 PECAN STREET	COMP
04140009	BRO	FORD	378 15TH STREET	COMP
04140345	BRO	GMC	589 LISBON AVE.	CALL
04142234	BRO	INFI	553 YORBA LINDA DRIVE	COMP
04140556	WHI	INFI	456 FULTON	COMP
04140033	WHI	INFI	W7TH/151ST	COMP
04140223	GRE	INFI	1090 ROADWAY	STOR
04140991	BLU	MERC	4232 PECAN STREET	COMP
04140889	BLK	MERC	3737 BIRCH STREET	COMP
04140445	RED	MERC	89TH ST OFF RAMP/11SS	COMP
04142234	BLU	MERC	556 FOURTH AVENUE	CALL
03345677	WHI	NISS	1234 APPLE VALLEY	CALL
04141676	GRE	OLDS	456 RUPERT	COMP
04143387	BLU	PLYM	1028 PRINCETONEET	COMP
04140886	BRO	TOYO	234 LIVINGSTON WAY	COMP

Search

224

Fig. 15

1624

Fig. 16

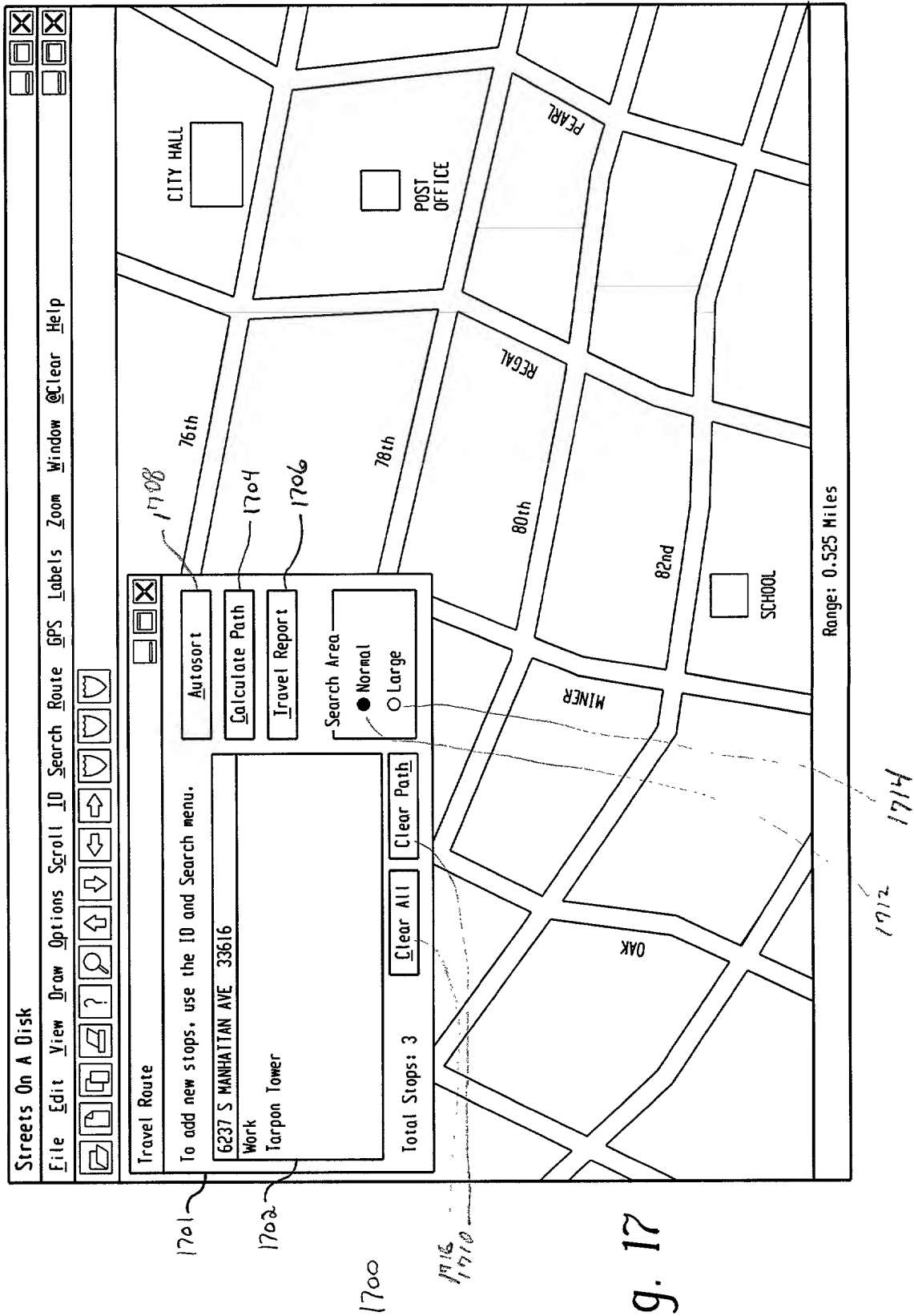


Fig. 17

1802

Administration Worksheet

Reports

1818

1820

1822

1808 1806

1829

1812

1814

1816

11/14

1810

Customer

Name	ID#
KARLS CAR CARE CENTER	1
AAA OF KISSIMEE	2
JOES AUTOBODY	3
BOBS CHEVROLET	4
RIDER TRUCK RENTALS	5
SAN DIEGO PD	6
C.O.D.	7
LARRY'S LIMO SERVICE	8
OCEANSIDE TRANSMISSION	9
BAYSIDE BUICK	10

Customer: KARLS CAR CARE CENTER

Site Address

Address: 3456 MIRIMAR WAY

Add Line2:

City: SAN DIEGO

State: CA Zip: 92134

Services

Motor Club

Services Offered

Service	Rate	GL Code
CAR STORAGE	0	40000-15
GAS	35	40000-13
JUMP START	35	40000-11
LOCKOUT	35	40000-12
MILEAGE	3	40000-17
WINCHING	85	40000-16

Load Defaults

New Service

Delete Service

Close

1818

1820

1822

1808 1806

1829

1812

1814

1816

11/14

1810

Fig. 18

1904

Fig. 19

Fig. 20

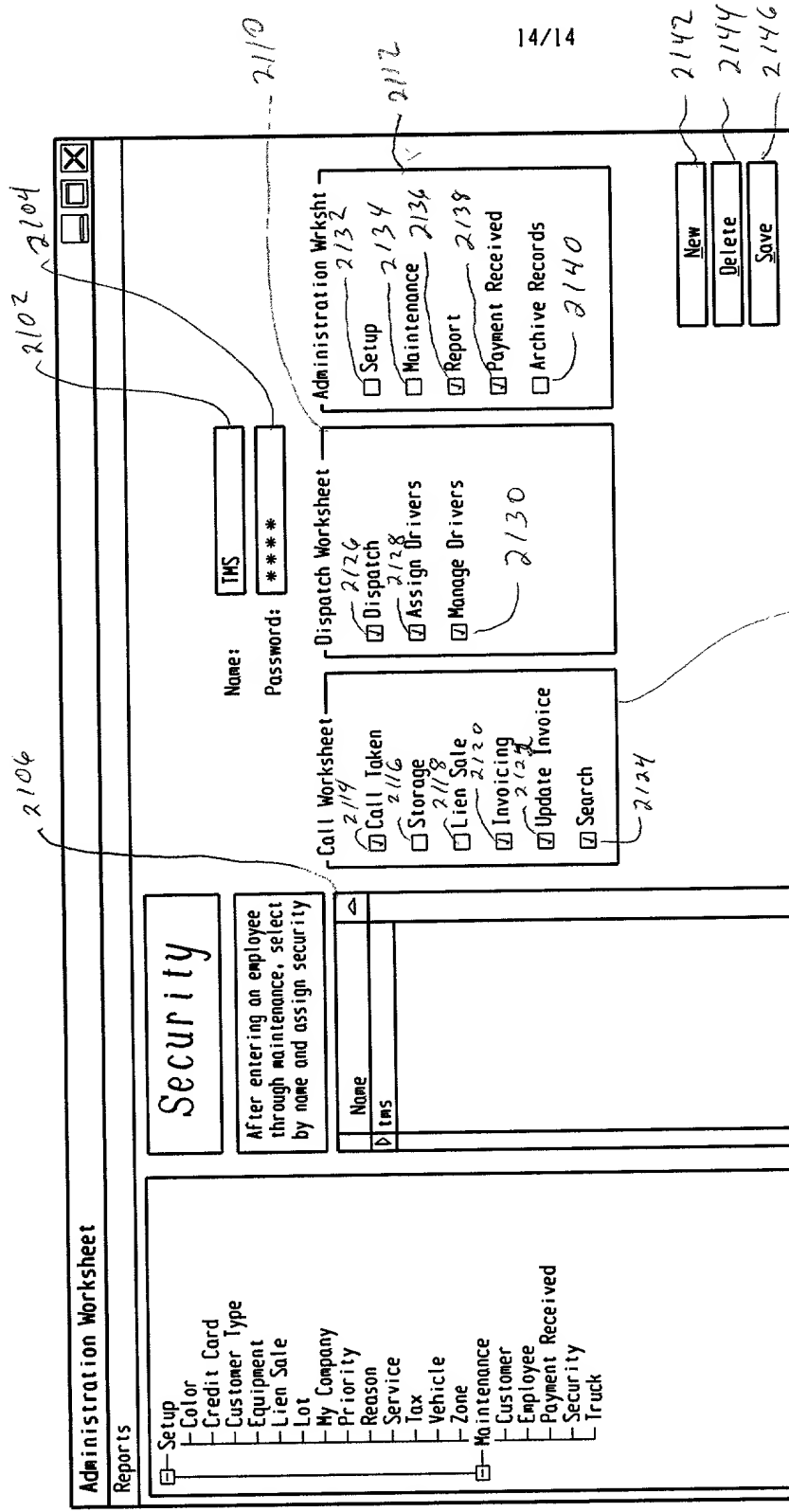


Fig. 21